Section 1: Regulatory Compliance Assistance Questions
Section 2: SBPRA Compliance Assistance Questions
Section 3: Data Call Instrument Questions

Section 1: Regulatory Compliance Assistance Questions

1. What is compliance assistance and how does it differ from enforcement (or Ombudsman, or Regulations.gov)?
   - Compliance assistance is information that helps businesses understand their obligations under federal laws and regulations. Business.gov's compliance assistance resources will focus on <u>mandatory</u>, <u>government-enforced</u> regulations.
   - Enforcement deals with civil and criminal investigations of potential compliance violations.
   - National Ombudsman: Federal Regulatory Enforcement Assistance for Small Business is a federal office set up by Congress to assist small business with excessive and unfair federal regulatory enforcement, such as repetitive audits, excessive fines, penalties, threats, or retaliation by a federal agency.
   - Regulations.gov is a website that allows users to find, view and comment on regulations for all Federal agencies.

2. What is the difference between Business Gateway and Business.gov?
   - Business Gateway is a program and is one of the Presidential e-Government initiatives. Business Gateway is responsible for design, deployment and maintenance of Business.gov.
   - Business.gov is a website focused on assisting small businesses. Currently Business.gov is undergoing a redesign and will be re-launched Sept. 2006.

3. What is a small / midsized business?
   - Business.gov is focused on providing information to businesses with an unsophisticated support infrastructure. Typically these businesses would not have either legal or HR departments with employees dedicated to working through federal regulation issues.

4. How many resources is enough for the submission?
   - There is not a correct number. Submit all resources that apply.

5. Why are we doing a second data call, what was wrong with the first one?
   - Nothing was *wrong* with the Q4 FY05. However, the overall data call was intentionally broken down into two data calls to allow for analysis of a

small subset of data before doing the larger data call to ensure the correct information was asked for to support Business.gov.

6. What is Business Gateway going to do with this information? Why it is important to provide access to cross agency compliance assistance information? Isn't all of our information available already on our Agency websites?
   • Business.gov will provide a single place that all small and midsized businesses can go to find compliance assistance resources across the federal government.

7. Can I have this information back once I give it to you in a nice organized way?
   • This should be possible. Business Gateway is looking into potential ways of providing the information back to agencies in an organized way.

8. How do we treat optional programs (also listed as in-scope) vs. mandatory regulation based compliance assistance?
   • In general we are looking for compliance assistance resources based on mandatory regulations. However, in certain circumstances we are allowing compliance assistance information relating to certain optional programs to be included. If you have an optional program you feel should be included, send an email to BGPMO@sba.gov and we will help you to decide whether or not to submit the information in this data call.

9. If there is a plain language guide related to a regulation not relevant to my agency, should I include it?
   • Data call respondents should include the plain language guides published on your agency's website even if the regulation is not relevant to their agency if they feel it may be helpful to small or midsized businesses.

10. What should I do if my agency has an index site with information that is almost identical to information contained on another of my agency's web sites?
   • Data call respondents should include both and provide details in the description regarding the difference (e.g., this is an index of links vs. an informative web page). This allows users the option of choosing how they want to view the information.

Section 2: SBPRA Compliance Assistance Questions

11. Does this data call include procurement, grants, and benefits resources?
   • Yes, these resources are part of the data call and are important to meet SBPRA requirements.

12. What should we do with SBPRA data that is out-of-scope for this data call?
   • At this time, all SBPRA data submitted in previous years is still in scope so long as the agency feels the information is still accurate.

13. Can we change the SBPRA POC name we provided in previous years should the agency decide a different person would be a better fit?
    - Yes the executive agency can designate a different person to represent the agency. The law requires the department/agency SBPRA contact to function as the single point of contact for all compliance activities within the department/agency (including all sub-agencies, bureaus, and operation divisions).

14. We have sub-agencies that do not have any regulatory authority. What are we supposed to do about submitting data for them?
    - SBPRA focuses on helping small businesses understand how to comply with Federal information collection—completing forms, reporting information, and keeping certain records. Do these sub-agencies have guides relating to this type of information? If so please submit.

15. Is OMB going to ask me for the same information?
    - If all the information Business Gateway collects from the agencies is deemed accurate and sufficient to fulfill the OMB's SBPRA reporting responsibilities, this information will be published for OMB on Business.gov. OMB would only need to follow up with agencies that do not submit the required data to Business Gateway during this data call.

16. Some of the resources we sent in for the SBPRA data call appear to be more general than the compliance assistance resources this data call requests. Since our data call Instruments are pre-populated with SBPRA data call resources as well as resources we submitted to Business Gateway in Sept. 05, are we supposed to delete the resources that appear to be too general?
    - If the URL submitted to SBPRA is no longer relevant, an agency should delete the resource from this submission.
    - All relevant general compliance assistance resources which are not regulatory are still included in this data call to satisfy the requirements of the SBPRA.

17. What are you going to do with the contact information we provide for each data submission file?
    - Business Gateway will use the primary and secondary POCs if there are questions about your data submission. In the case where the POC is also the Executive Agency's SBPRA POC for small business, Business Gateway will publish this POC on Business.gov.
    - Before any contact information gets published for the purposed of SBPRA, the Business Gateway will verify the contact and where it will be posted.

18. What is the difference between regulatory and SBPRA compliance assistance materials? What's in scope for the SBPRA portion of the data call?

- SBPRA focuses on helping small businesses understand how to comply with Federal information collection—completing forms, reporting information, and keeping certain records. This would include items that are not regulatory compliance assistance such as guides that assist small businesses with procurement, grants and benefits related Federal information collection procedures.
- For more information see OMB's introduction to compliance assistance for SBPRA at: http://www.whitehouse.gov/omb/inforeg/sbpra02_intro.html.

19. I'm confused over how to find our agency's SBPRA POC – what am I supposed to do?
    - Identify your agency's existing SBPRA POC here:
        o http://www.whitehouse.gov/omb/inforeg/infocoll.html#sbpra
    - Inform the POC that their information will be on Business.gov
    - If they do not exist, retired, left, don't want to be, etc., find out who has the authority to designate the POC at the executive agency level.
    - Inform this person that the SBPRA POC needs to be designated by April 28, 2006 for submission to the Business Gateway.

20. What do I do if the agency designated SBPRA POC is not any of the Primary/Secondary POCs?
    - This is quite possible. Submit this person's name and contact information with your Agency's April 28, 2006 SBPRA data call submission.

Section 3: Data Call Instrument Questions

21. Can data call respondents enter information directly into the MS Excel spreadsheet bi-passing the forms provided?
    - It is *strongly* recommend that respondents use the form provided and not attempt to enter data directly into the MS Excel spreadsheets as it could cause major delays and technical difficulties. The forms are provided to both assist the respondents and help the Business Gateway team synthesize, organize and process the data provided.

22. In the sub-agency field should we use acronyms or spell-out the full name?
    - Please spell-out the full sub-agency name.

23. Regarding the security issue due to the macros within the instrument, should we set the security on medium or low?
    - It is recommended in the instructions to use medium. If this continues to be a problem, send an email to BGPMO@sba.gov.
    - After the final submission, agency respondents should set their macro security setting back to high or to their agency standard.

24. Is the Primary Point-of-Contact (POC) for a particular URL or for the entire submission?
    - No, the Primary POC is for each submission file. An agency may submit a separate file for each sub-agency; however, each submitted file must have a primary POC. The most important consideration that respondents should have regarding the Primary POC is that individual's ability to be available and can they answer any validation questions that might arise after the submission has been provided to the Business Gateway.

25. Why weren't any records saved?
    - Ensure you save the instrument onto the local computer's hard drive before you begin to enter data or even open the file.

26. What should I do if I see the "subscript out of range" error message?
    - Send your file and a description of the events that lead up to getting this error message to BGPMO@sba.gov. Be sure to include your phone number so that we may follow up with you.

27. Should I check over the data call submission file before sending it to Business Gateway?
    - Yes, make sure all keywords, descriptions, etc. match up to the URL provided.